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Response Under 37 C.F.R. § 1.116 -
Expedited Procedure - Examining Group 3629

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

WILLIAM T. ROWSE ET AL.

Group Art Unit: 3629

Serial No.: 09/547,661

Examiner: Jonathan P. Quellette

Filed: April 12, 2000

For: **SYSTEM FOR PROCESSING A CUSTOMER CONCERN**

Attorney Docket No.: 200-0053 (FMC 1185 PUS)

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AMENDMENT UNDER 37 C.F.R. § 1.116

GROUP 3600

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Commissioner for Patents
United States Patent and Trademark Office
Washington, D.C. 20231

Sir:


In response to the final Office Action mailed February 3, 2003, please consider the following remarks.

CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Box AF, Commissioner for Patents, United States Patent and Trademark Office, Washington, D.C. 20231 on:

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